

## 12.105 EMERGENCY MEDICAL SERVICE, 911 SILENT CALLS, 911 DISCONNECT CALLS, PANIC/DURESS ALARMS AND FORCED ENTRIES

### ***References:***

Procedure 12.135 - Reporting False Alarms on a Form  
315  
Standards Manual 1.2.3, 1.3.5, 43.1.6, 81.2.5

### ***Policy:***

The Cincinnati Fire Division will evaluate a citizen's request for emergency medical service. They will also administer first aid and transport all persons in need of hospitalization.

Police Communications Section (PCS) will not dispatch officers on medical runs unless requested by the Fire Division. PCS will dispatch police and fire units simultaneously on some select calls.

Because of the circumstances involved in a 911 silent/disconnect call and panic/duress alarms, every effort should be made to determine the cause of the call. When unable, further investigation is necessary. According to an opinion rendered by the City Solicitor's Office, the Supreme Court has held that police may make warrantless, and presumably, forcible entry into a home where they reasonably believe a person within is in need of immediate aid.

To reduce the threat of civil claims, forcible entry will be done with reasonable care and with as little damage as possible.

### ***Procedure:***

#### A. Emergency Medical Request for Service

1. Fire Division personnel will not transport:
  - a. Dead on arrivals (DOAs).
  - b. Ambulatory crime victims with no injuries.
  - c. Rape victims with no injuries.

- d. Dog bite victims with no injuries.
  - e. Any violent or potentially violent victim.
2. When Fire Division transportation is not available:
- a. The Fire dispatcher will request police response. Fire Division personnel at the scene will determine if a beat car or scout car is necessary.
    - 1) At the time of dispatch, PCS will advise the officer a Fire Division ambulance is unavailable.
  - b. When requested by the ranking Fire Division officer or EMT at the scene, a police officer will provide transportation services.
    - 1) If the police officer believes transporting a victim will risk serious injury or loss of life, he will request an EMT to accompany the victim and provide patient care.
    - 2) After providing the transportation service, if the police officer feels the request was unreasonable, he will bring the incident to the attention of his supervisor.
3. If the police are needed at the scene:
- a. The fire dispatcher will notify PCS of fire runs only when police are needed at the scene.
    - 1) PCS will dispatch the appropriate police unit, which will respond without delay.
    - 2) The fire dispatcher will advise PCS if an emergency response is needed. Unless advised of an emergency, the police unit will **not** respond with emergency lights and siren.
    - 3) Fire Division personnel will remain on the scene until police arrive.
      - a) Fire Division personnel will request police response in the following cases:

- 1] Any death
  - 2] Suicide attempt
  - 3] Shooting or cutting
  - 4] Violent mental
  - 5] Any injury where death may occur
  - 6] Any criminal offense
  - 7] A threat to fire personnel
- b. Fire personnel will make every effort to keep witnesses at the scene and to protect evidence.
  - c. Officers will complete the appropriate report when transporting a victim of an accident or crime, or any person for a medical reason.
  - d. Police vehicles will not escort other transporting vehicles.
- B. 911 Silent Calls and Panic/Duress Alarms:
1. When the PCS operator answers an Emergency 911 call and the caller fails to give a voice response and the line remains open, or
  2. PCS receives a panic or duress alarm, the dispatcher will:
    - a. Dispatch two field units to the location supplied by the automatic location identifier (ALI) in the CAD system.
      - 1) If the location is a pay phone booth, PCS will dispatch one unit.
    - b. The PCS operator will attempt to keep the line open until either the officer on the scene hangs up the phone, or is directed to hang up by a supervisor. Any information received over the line will be relayed to the responding units.
- C. 911 Disconnect Calls:
1. When the PCS operator answers an Emergency 911 call and the caller is disconnected from the operator, the dispatcher will:

- a. Attempt to recall the phone number supplied by the automatic number identifier (ANI) in the CAD system.
  - 1) If the attempt to recall is successful and no emergency exists, no units will be dispatched.
  - 2) If the attempt to recall is unsuccessful, PCS will dispatch two units to the location supplied by ALI.
    - a) If the location is identified as a pay phone booth, PCS will dispatch one unit.

D. Forced Entries:

1. Officers responding to 911 silent/disconnect calls or panic/duress alarms which may require a forced entry will:
  - a. Attempt to get a response at the location.
  - b. If no response, request a computer generated history from PCS of runs at the location to determine if other 911 silent/disconnect calls or panic/duress alarms have occurred at the location.
  - c. Evaluate the current situation.
    - 1) Are there any neighbors who may have a key to the premises (landlord, etc.)?
    - 2) Have PCS check for further information from the alarm company or monitoring station.
  - d. If unable to determine the cause of the 911 silent/disconnect call or panic/duress alarm, request a supervisor respond to the scene.
    - 1) If an on-scene officer believes an emergency situation exists, with supervisory approval, a forced entry may be made prior to the supervisor's arrival.
2. Any other situation requiring a forcible entry will necessitate prior approval of a supervisor.

E. Supervisor Responsibilities:

1. If a forced entry is necessary, the supervisor will:
  - a. Announce at the door a forced entry will be made if no one answers.
    - 1) The Fire Division has entry devices and can gain access to upper floors when a forced entry is necessary.
  - b. Ensure the entrance is secured before leaving the scene.
  - c. Process a Form 17 through channels to the Police Chief explaining the circumstances of the forced entry. Complete an Ohio Uniform Incident Report if any damage was done to property during the forced entry.

Procedure 12.105 Index

This procedure appears in the main Procedure Manual Index in the following manner:

Page 3

Ambulance and Medical Service	12.105
Division Policy pg. 1	
Fire Division, Responsibility of pg. 1	
PCS, Procedure for pg. 1	
Transportation by Police pg. 2	

Page 11

Calls, Emergency 911 Silent, Panic/Duress Alarms and Disconnect Calls, pg 4	12.105
--	--------

Page 27

## EMERGENCY:

Medical Service pg. 1	12.105
Division Policy pg. 1	
Fire Division, Responsibility of pg. 1	
PCS, Procedure for pg. 1	
Transportation by Police pg. 2	
Silent, Disconnect Calls and Panic/Duress Alarms pg. 4	

Page 33

Forced Entry:	12.105
Division Policy pg. 1	
Fire Division, Assistance of pg. 5	
Securing the Entrance of Forced Entry pg. 5	
Supervisors Responsibilities of pg. 5	

Page 36

## HOSPITALS:

Emergency Medical Service, Emergency 911 Silent and Disconnect Calls, Panic/Duress Alarms and Forced Entries	12.105
Division Policy pg. 1	
Fire Division, Responsibility of pg. 1	
PCS, Procedure for pg. 1	
Transportation by Police pg. 2	

Page 47

Medical Service, Emergency 911 Silent, 12.105  
Disconnect Calls, Panic/Duress Alarms  
and Forced Entries

Division Policy pg. 1

Fire Division, Responsibility of pg. 1-3

PCS, Procedure for pg. 1

Transportation by Police pg. 2

Page 70

Silent, Disconnect Calls and Panic/Duress 12.105  
Alarms pg. 4